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# Electronic Filing System (EFS) Data

## Electronic Patent Application Submission

### USPTO Use Only

EFS ID: 18556  
Application ID: 09480589  
Title of Invention: METHOD, SYSTEM, AND  
PROGRAM PRODUCT FOR ON-  
LINE SERVICE CALL SCHEDULING  
First Named Inventor: Kevin Ruppelt  
Domestic/Foreign Application: Domestic Application  
Filing Date: 2000-01-10  
Effective Receipt Date: 2002-10-03  
Submission Type: Information Disclosure Statement  
Filing Type: null  
Confirmation Number: 4505  
Attorney Docket Number: 9D-EC-19348  
Digital Certificate Holder: cn=Thomas Micheal Fisher, ou=Registered Attorneys, ou=Patent  
and Trademark Office, ou=Department of Commerce, o=U.S.  
Government, c=US  
Certificate Message Digest: 9Lco1tF2+x/5WKjPdcZWQg==



Electronic Version 1.0.3

# TRANSMITTAL FORM

Stylesheet Version: 1.0

Application Number: 09/480,589

Attorney Docket Number: 9D-EC-19348

Submission Type: Information

Disclosure Statement

## METHOD, SYSTEM, AND PROGRAM PRODUCT FOR ON-LINE SERVICE CALL SCHEDULING

First Named Inventor: Kevin Michael Ruppelt

### SUBMITTED BY

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### Attached Files:

us-information-disclosure-statement

13307-199ids.xml

**Comments:**



# Electronic Information Disclosure Statement

## METHOD, SYSTEM, AND PROGRAM PRODUCT FOR ON-LINE SERVICE CALL SCHEDULING

Application:



09/480589

Confirmation:

4505

Applicant(s):

Kevin Ruppelt

Docket Number:

9D-EC-19348

Group Art Unit:

Examiner:

search string:

( 5982863 or 5960406 or 5956024 or 5943652 or 5920846 or 5615121 ).pn.

### US Patent Documents

**Note: Applicant is not required to submit a paper copy of cited US Patent Documents**

init	Citation No.	Patent Number	Date	Bar Code	Patentee	Class	Subclass
	P01	5982863	1999-11-09		Smiley et al.		
	P02	5960406	1999-09-28		Rasansky et al.		
	P03	5956024	1999-09-21		Strickland et al.		
	P04	5943652	1999-08-24		Sisley et al.		
	P05	5920846	1999-07-06		Storch et al.		
	P06	5615121	1997-03-25		Babayev et al.		

## Signature

Examiner Name	Date